

# KARL GLADWIN

## SOFTWARE QA ENGINEER

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### PERSONAL PROFILE

Dedicated software QA engineer with 9 years of experience in manual testing across websites, mobile apps, APIs, servers, and signage devices. Skilled in testing mission-critical business logic and ensuring the delivery of high-quality software. Strong interest in expanding knowledge and skills in automation.

I have developed a comprehensive understanding of software by collaborating with devops, product owners, and developers, allowing me to not only identify issues but also comprehend their origins, enabling me to catch and even fix issues earlier. I am seeking a new role where I can further enhance my abilities while positively contributing to the processes and skills of those around me to deliver superior software solutions.

I am currently exploring various casual part-time job opportunities to supplement my schedule and income. With a flexible and adaptable nature, I am eager to contribute my skills and expertise in a part-time capacity, while also maintaining a balance with other commitments.

### KEY SKILLS

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- Manual testing: Proficient in testing websites, mobile apps, APIs, servers, and signage devices, ensuring the accuracy and reliability of mission-critical business logic.
- Test process management: Experienced in creating and maintaining test processes, suites, and documentation using tools like Jira and Confluence.
- Support: Capable of providing first and second line support, utilising tools such as Instabug, Jira service desk, and Hubspot.
- Automation: Mid-level experience in web and mobile automation, including creating test suites from scratch using Cypress and WebdriverIO (JS).
- Tools and technologies: Familiar with GitHub, CircleCI, Bitrise, Windows, Linux, Docker, Kubernetes, and Agile and waterfall methodologies.
- Knowledge sharing and training: Skilled in sharing knowledge and conducting training sessions to improve the expertise of QA engineers and other team members.
- Debugging: Proficient in using tools like New Relic, Datadog, and AWS logging for effective debugging.

### EXPERIENCE

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#### **Current responsibilities working at CarePlanner (09/2019-current):**

- Perform manual and automated testing of mobile (React Native/ Appsync), web (Drupal), and API systems (Rest).
- Enhance existing Cypress web tests and implement new mobile tests using WDIO and Postman.
- Manage the complete life cycle of testing, from requirement analysis to defect verification.
- Provide first and second line support for the mobile application using Instabug, Jira service desk, and Hubspot.
- Oversee test processes, documentation, and environments.
- Collaborate with product owners to assist in scoping out features and fixes.
- Foster a culture of knowledge sharing within the team.

#### **Previous responsibilities working at Getir (Part time) (06/2022-04/2023):**

- Delivering groceries on scooter

- Addressing issues with deliveries
- packing orders within the store
- Occasional ingress of deliveries along with stock checking, stock rotation and inspections.

**Previous responsibilities working at Tripleplay (06/2014-09/2019):**

- Conducted manual testing of web, mobile, server, and SoC devices.
- Managed Linux-based backend systems in physical, virtual, and cloud environments.
- Created comprehensive tests, suites, and relevant documentation.
- Trained and mentored other QA engineers.
- Worked within a waterfall workflow.

**References available on request**